

The Motorized Vehicle Trial At The Transportation Department Of Murung Raya District In 2024

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Kata Kunci

Service quality,
Department of transportation,
Motor vehicle testing

Received: December 2024

Accepted: January 2025

Published: February 2025

Abstract

Transportation Office of Murung Raya Regency, Central Kalimantan Province. Providing services to the community related to getting vehicle KIR Test services can be fulfilled. The focus of the purpose of the establishment of the Motor Vehicle Periodic Test Implementation Unit (UPUBKB) building and motor vehicle testing facilities can provide maximum benefits for the community and the region. There are five indicators used in this study, namely; (1) Tangibles, or physical evidence; (2) Emphaty or empathy; (3) Reliability, or reliability; (4) Responsiveness, or responsiveness and; (5) Assurance, or guarantees and certainties. This research uses a qualitative method using a descriptive and analytical approach. The location of this research was conducted at the Transportation Office of Murung Raya Regency. This study aims to describe and analyse how the quality of motor vehicle services in the transportation department in optimising the quality of services provided to the community in various aspects of supporting service quality in the transportation department. The results of this study indicate that motor vehicle testing services in Murung Raya Regency have so far experienced good development in terms of infrastructure quality because expansion and improvement are continuously carried out, but in terms of service there are several obstacles that are quite detrimental such as internet networks where internet networks are still fairly difficult, thus making the Murung Raya Regency Transportation Office create a website or web program to conduct testing of motor vehicles in Murung Raya Regency.



INTRODUCTION

Service has become a necessity for every individual in all aspects of life. Essentially, every human being requires service, and, in extreme terms, it can be said that service is inseparable from human life. A bureaucracy in the public sector exists to serve the community effectively, particularly in the administration of public services by the government. The government plays a crucial role in providing excellent public services to the community. Additionally, society consistently demands quality service from government officials responsible for its provision. The development of globalization has led people to become more responsive, participatory, and critical regarding their rights and obligations as citizens (Sinambela, 2010).

Service, in essence, is a process involving a series of actions. As part of this process, services operate regularly and continuously, encompassing the lives of all members of society. Service is the act of serving, assisting in preparing, or managing the needs of an individual or a group of people. Serving means attending to/helping to manage the needs or requirements of someone from the initial request until delivery (Sianipar, 1998). Manan (2001) explains that government is first and foremost defined as the entirety of job positions within an organization. In the state organization, government as an institutional environment consists of state apparatus such as executive, legislative, judicial positions, and other supra-structural roles. These positions constitute a stable working environment with specific authorities. The government has a regulatory function, governing all sectors through policies in the form of laws, government regulations, and other rules. The purpose of this function is to maintain national stability and promote growth in alignment with the country's goals.

The government plays a significant role in delivering excellent public services. According to Harbani Pasolong (2007), public service refers to any activity aimed at managing a group of people participating in various activities that benefit a group or individual, even though the results may not directly relate to the actual condition, yet satisfy the recipients. Law Number 25 of 2009 on Public Services, Article 3, states that the purpose of this law is to: (a) establish clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties involved in public service administration; (b) ensure a proper public service system that aligns with the principles of good governance and corporate objectives; (c) guarantee public service implementation in accordance with legal regulations; and (d) ensure legal protection and certainty for the public in receiving public services.

The quality of public services is one of the key factors in establishing a harmonious and dynamic relationship between society as service users and the government as service providers. The extent to which services meet public expectations determines their quality. If services align with public expectations, they are deemed high-quality. Conversely, any discrepancy between the service provided and public expectations indicates poor service quality. Tjiptono argues that the quality of a service is not based on the perception of the provider but on the perspective of the recipient (Rumangu, 2015). In delivering public services, several issues arise due to underlying factors that create problems and dissatisfaction within society. In reality, public service delivery should facilitate easy access for citizens to obtain necessary government services (Ristiani, 2020).

However, many public services fail to align with their vision and mission, as service users often experience complaints and difficulties due to the government's approach in providing public services (Assyahri & Bila, 2024; Assyahri & Mardaus, 2023; Bila, Assyahri, & Putri Oktaviane, 2023; Defni, Assyahri, & Ningsih, 2023). For example, the Department of Transportation of Murung Raya Regency, Central Kalimantan Province, operates under Government Regulation (PP) Number 55 of 2012 concerning Motor Vehicles, which was enacted by the Minister of Law and Human Rights, Amir Syamsudin, on May 15, 2012, in Jakarta. According to this regulation, periodic testing refers to the Periodic Vehicle Testing (PKB) conducted on all motor vehicles. This is further reinforced by Minister of Transportation Regulation (Permenhub) Number 19 of 2021 on Motor Vehicle Testing, requiring periodic testing of all vehicle types, including passenger cars, buses, trucks, trailers, and semi-trailers.

The Periodic Vehicle Testing Implementation Unit (UPUBKB) of the Murung Raya Department of Transportation provides vehicle inspection services to the public. The initiation of this service contributes to local revenue (PAD) through the Traffic and Road Transport Division (LLAJ). The establishment of the UPUBKB facility aims to provide maximum benefits to both the community and the local government.

A critical aspect of vehicle testing services is service efficiency. Easy and fast service ensures that the public feels comfortable and actively utilizes the vehicle inspection services provided by the UPUBKB of the Murung Raya Department of Transportation. In return, the local government's PAD can be optimized. The Murung Raya Department of Transportation faces several challenges in conducting vehicle inspections, including public awareness, internet system issues, and the complexity of the registration process. Although an e-government system has been introduced to streamline services, unstable internet connectivity hinders both service providers and users. Additionally, despite efforts to promote services in villages and companies, low public awareness and lengthy service procedures have led to bribery and the use of middlemen to expedite the process.

The Murung Raya Department of Transportation, through its Periodic Vehicle Testing (PKB) program, has strengths and weaknesses in service delivery. Therefore, a service quality measurement system is necessary to identify areas for improvement. Law Number 1 of 2022 on Financial Relations between Central and Regional Governments outlines financial management regulations that balance rights and obligations between levels of government, ensuring fairness, transparency, accountability, and alignment with local government capacities.

Fandy Tjiptono (2017) defines service quality as the extent to which a service meets customer expectations. According to Parasuraman (as cited in Arni Purwani and Rahma Wahdiniwati, 2017), service quality is the comparison between perceived service and expected service. Kotler and Keller (2016) identify five key dimensions of service quality:

1. Tangibles – Physical evidence of service
2. Empathy – Employee sensitivity to customer needs
3. Reliability – The dependability of service performance
4. Responsiveness – The willingness to help customers
5. Assurance – The confidence and trustworthiness of service

Thus, this study applies Kotler's five service quality dimensions to evaluate the quality of vehicle testing services at the Murung Raya Department of Transportation in 2024.

METHOD

This study employs a descriptive research method with a qualitative approach. Qualitative research is chosen as it involves collecting data in the form of words and writings to understand and analyze phenomena comprehensively. According to Bogdan and Taylor (1982), qualitative research is a procedure that generates descriptive data from written or spoken words and observed behaviors. The study examines the quality of vehicle testing services provided by the Murung Raya Department of Transportation.

The research is conducted in the Vehicle Testing Division (BPKB) of the Murung Raya Department of Transportation and at the vehicle inspection offices in Puruk Cahu, Murung Raya Regency, Central Kalimantan Province. Data sources include primary and secondary data. Primary data is collected through purposive sampling, selecting informants with relevant knowledge of the research problem. Secondary data comes from documents related to the study.

RESULTS AND DISCUSSION

Motor Vehicle Testing, abbreviated as PKB, is a series of activities or procedures designed to inspect and examine specific components of specialized vehicles. The vehicles undergoing Roadworthiness Testing (KIR) are not two-wheeled motor vehicles but rather special transport vehicles such as passenger cars, cargo vehicles, and public transportation vehicles. This periodic testing is conducted to ensure a vehicle's roadworthiness, allowing users to operate their vehicles safely according to established standards, covering both the vehicle's physical condition and documentation.

In addition to initial periodic motor vehicle testing, there is also renewal testing, as motor vehicles are required to undergo testing twice a year. The Murung Raya Department of Transportation, specifically the Testing Center, also provides additional services, including:

1. Inter-district entry and exit testing – Vehicles from other regions can undergo motor vehicle testing at the Murung Raya Testing Center by meeting specific requirements. The primary requirement is obtaining a recommendation letter that verifies the vehicle's origin. Likewise, exit testing services allow vehicles to be tested outside Murung Raya.
2. Vehicle registration transfer (mutation services) – Incoming mutations refer to vehicles from other regions that wish to change their license plates to Murung Raya plates. Meanwhile, outgoing mutations involve Murung Raya-plated vehicles transferring their registration to another region.

Motor vehicle testing does not have specific service targets for the public, as its main objective is to enhance and refine financial regulations, establish transparent, accountable, and effective financial governance, and promote national welfare. However, there are employee performance targets, which are reported every three months to assess staff performance achievements.

Before the public can access any of the six services provided by the Testing Center, they must first complete the initial periodic test for new vehicles. This requires a Vehicle Type Registration Certificate (SRUT), which serves as the birth certificate for a motor vehicle, issued by the manufacturer's official brand agent.

Objectives of Motor Vehicle Testing

1. To ensure technical safety and roadworthiness for motor vehicle users.
2. To maintain environmental sustainability, particularly by monitoring vehicle exhaust emissions.
3. To provide public services to the community.

Measurement of Motor Vehicle Testing Service Quality

The indicators for motor vehicle testing service quality at the Murung Raya Department of Transportation are measured using five key indicators, namely:

1. Tangibles (Physical Evidence) – This includes the physical facilities provided at the Testing Center office, such as:
 - A waiting room equipped with air conditioning, chairs, tables, and a mini library.
 - Free drinking water for service users.
 - Toilets and parking spaces.
 - Information boards displaying working hours, service structures, test procedures, legal regulations, service requirements, and complaint mechanisms. The complaint board includes personal contact details, Instagram links, and an online complaint submission link.
2. Empathy – The attitude of employees toward service users. Upon arrival at the Testing Center, visitors are welcomed and asked about the service they require before being directed to the waiting area.
3. Reliability – The reliability of the service is not yet optimal, as employees may arrive late due to weather conditions or natural obstacles like flooding. However, the department compensates for delays by rescheduling services on another day.
4. Responsiveness – Employees still struggle to provide fast services due to long vehicle testing procedures that require time and queuing.
5. Assurance – CCTV surveillance is in place as a security measure for both employees and service users, ensuring a safer environment.

Challenges in Motor Vehicle Testing Services at the Murung Raya Department of Transportation

Several challenges hinder the efficiency of vehicle testing services, including:

1. Unstable internet connectivity, which disrupts service delivery. Vehicle test results are monitored via an official link from the Ministry of Transportation, accessible only to service users.
2. Poor internet infrastructure also affects employee skill development programs, as virtual training sessions from the central government become difficult to access.
3. The complexity of vehicle testing procedures discourages public participation, leading to a decline in vehicle inspection compliance.
4. Long and tedious processes increase the risk of bribery and intermediaries (brokers) seeking to expedite vehicle inspections.

CONCLUSION

The service quality provided by the Murung Raya Department of Transportation is considered very good, as reflected in five key measurement indicators: tangibles (physical evidence), empathy, reliability, responsiveness, and assurance (guarantee and certainty). However, several challenges hinder the optimization of government performance in providing services to the public, such as unstable internet connectivity and low public awareness. Despite the government's efforts to

conduct regular public awareness campaigns, these issues persist, potentially affecting service efficiency and efforts to prevent accidents.

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